

Lauren Xiaoyuan Lu

Curriculum Vitae

Tuck School of Business
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Last Updated: 9/2026

Academic Positions

Tuck School of Business, Dartmouth College	Hanover, NH
2025 -	Norman W. Martin 1925 Professor of Business Administration
2022 - 2025	Professor of Business Administration
2020 - 2022	Associate Professor of Business Administration
2020 - 2022	Daniel R. Revers T'89 Faculty Fellow
Kenan-Flagler Business School, University of North Carolina at Chapel Hill	Chapel Hill, NC
2019 - 2020	Professor of Operations
2018 - 2020	Edward M. O'Herron Scholar
2014 - 2019	Associate Professor of Operations
2007 - 2014	Assistant Professor of Operations
Kellogg School of Management, Northwestern University	Evanston, IL
2018 Spring	Visiting Associate Professor of Operations

Editorial Positions

2024 -	Department Editor, <i>Manufacturing and Service Operations Management</i>
2024 -	Associate Editor, <i>Operations Research</i>
2017 -	Associate Editor, <i>Management Science</i>
2013 -	Senior Editor, <i>Production and Operations Management</i>
2016 - 2023	Associate Editor, <i>Manufacturing and Service Operations Management</i>

Nonacademic Positions

Oracle Corporation	Redwood City, CA
2000 - 2003	Senior Software Engineer, Enterprise Resource Planning

Education

Kellogg School of Management, Northwestern University	Evanston, IL
Ph.D. in Managerial Economics & Strategy	
Stanford University	Stanford, CA
M.S. in Industrial Engineering	
Johns Hopkins University	Baltimore, MD
M.A. in Biology	
Nanjing University	Nanjing, China
B.S. in Biochemistry	

Research Interests

- **Topics:** human-AI interaction, healthcare analytics, retail and e-commerce operations, digital platforms, global supply chain management
- **Methodologies:** causal inference, field experiments, economic and game-theoretic modeling

Peer-Reviewed Journal Publications

- [1] “Nonprofit vs. For-Profit: Allocation of Beds and Access to Care in U.S. Nursing Homes” (with Y. Jiang and J. A. Van Mieghem), 2026, forthcoming in *Manufacturing and Service Operations Management*
 - Finalist, INFORMS Health Applications Society Student Paper Competition, 2021
- [2] “Does Social Media Dominate Government Report Cards in Influencing Nursing Home Demand?” (with Y. Li and S. F. Lu), *Manufacturing and Service Operations Management*, 2023, 25(6) 2085-2105.
 - Featured in [Tuck Knowledge in Practice: Yelp Impacts Consumer Demand for Nursing Homes](#)
 - Featured in [McKnight's Long-Term Care News: In the quest for Medicare patients, Yelp stars outshine Care Compare](#)
- [3] “Estimating the Stockout-Based Demand Spillover Effect in a Fashion Retail Setting” (with S. Li, S. F. Lu, and S. Huang), *Manufacturing and Service Operations Management*, 2023, 25(2) 468-488.
- [4] “Does Customer Email Engagement Improve Profitability? Evidence from a Field Experiment in Subscription Service Retailing” (with Y. Wang and P. Shi), *Manufacturing and Service Operations Management*, 2022, 24(5) 2703-2721.
- [5] “Does Nonprofit Ownership Status Matter for Firm Performance? Financial Distress and Ownership Conversion of Nursing Homes” (with S. F. Lu), *Management Science*, 2022, 68(7) 5127-5145.
 - Finalist, MSOM Society iFORM SIG Best Paper Award, 2023
 - Finalist, MSOM Society Award for Responsible Research in Operations Management, 2022
 - Featured in [Tuck Knowledge in Practice: Does Profit Motive Make Nursing Homes Better or Worse?](#)
- [6] “The Value of Health Information Technology Interoperability: Evidence from Interhospital Transfer of Heart Attack Patients” (with Y. Li, S. F. Lu, and J. Chen), *Manufacturing and Service Operations Management*, 2022, 24(2) 827-845.
 - INFORMS CIST Best Paper Nomination, 2020
 - INFORMS CIST Best Student Paper Nomination, 2020
 - Featured in [Tuck Knowledge in Practice: Time is Muscle](#)
- [7] “Buyback Pricing of Durable Goods in Dual Distribution Channels” (with G. Esenduran and J. M. Swaminathan), *Manufacturing and Service Operations Management*, 2020, 22(2) 412-428.
- [8] “Optimizing Local Content Requirements under Technology Gaps” (with S. Cui), *Manufacturing and Service Operations Management*, 2019, 21(1) 213-230.
 - Featured in [M&SOM Blogs](#)
- [9] “Distance, Quality, or Relationship? Interhospital Transfer of Heart Attack Patients” (with S. F. Lu), *Production and Operations Management*, 2018, 27 (12) 2251-2269.

- [10] “Acute Myocardial Infarction in Patients with Paraplegia: Characteristics, Management, and Outcomes” (with S. F. Lu, S. C. Smith Jr., and X. Dai), *The American Journal of Medicine* (Impact Factor 5.3), 2018, 131(5) 574.e1-574.e11.
- [11] “Acute Myocardial Infarction in Patients with Paraplegia: Percutaneous Coronary Intervention or Coronary Artery Bypass Grafting?” (with X. Dai, S. F. Lu, and S. C. Smith Jr.), *JACC: Cardiovascular Interventions* (Impact Factor 11.4), 2018, 11(4) S8-S9.
 – Top 40 Abstracts of the Cardiovascular Research Technology (CRT) Conference, 2018
- [12] “Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes” (with S. F. Lu), *Management Science*, 2017, 63(11) 3566-3585.
 – Finalist, Pierskalla Award, Health Applications Society, 2016
- [13] “Dynamic Bargaining in a Supply Chain with Asymmetric Demand Information” (with Q. Feng and G. Lai) *Management Science*, 2015, 61(2) 301-315.
- [14] “The Role of Contract Negotiation and Industry Structure in Production Outsourcing” (with Q. Feng), *Production and Operations Management*, 2013, 22(5) 1299-1319.
- [15] “Supply Chain Contracting Under Competition: Bilateral Bargaining vs. Stackelberg” (with Q. Feng), *Productions and Operations Management*, 2013, 22(3) 661-675.
- [16] “The Strategic Perils of Low Cost Outsourcing” (with Q. Feng), *Management Science*, 2012, 58(6) 1196-1210.
- [17] “Capacity Allocation over a Long Horizon: The Return on Turn-and-Earn” (with M. A. Lariviere), *Manufacturing and Service Operations Management*, 2012, 14(1) 24-41.
- [18] “On the Role of Demand and Strategic Uncertainty in Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *International Journal of Industrial Organization*, 2010, 28(4) 383-389.
- [19] “Lumpy Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *Operations Research*, 2010, 58(4) 1178-1193.
- [20] “Incentives for Quality through Endogenous Routing” (with J. A. Van Mieghem and R. C. Savaskan), *Manufacturing and Service Operations Management*, 2009, 11(2) 254-273.
- [21] “Multimarket Facility Network Design with Offshoring Applications” (with J. A. Van Mieghem), *Manufacturing and Service Operations Management*, 2009, 11(1) 90-108.
 – Second Prize, POMS College of Supply Chain Management Student Paper Competition, 2007

Working Papers under Review/Revision

- [22] AI Persona, Service Consumption, and User Intent Entropy: Field Experimental Evidence from an LLM Platform (with J. Li, X. Li, Y. Wang, B. Yang), 2026.
- [23] Is Rewarded Advertising Rewarding? Field Experimental Evidence from a Digital Advertising Platform (with M. Cai, X. Lei, Z. Wan, L. Huang), 2026.

- [24] Agentic AI and Human-in-the-Loop Interventions: Field Experimental Evidence from Alibaba's Customer Service Operations (with Y. Wang, C. Zhu, T. Feng, B. Jia), 2026.
 - Major Revision at **Operations Research**
 - Featured in [Tuck Knowledge in Practice: Even With Humans in the Loop, Agentic AI Systems Struggle](#)
 - Finalist, INFORMS Service Science Best Student Paper Award, 2026
- [25] “Fulfillment by Amazon as a Strategic Lever: Anticompetitive or Welfare Enhancing?” (with Y. Li, J. A. Van Mieghem, W. Xiao), 2025.
 - Major Revision at **Management Science**
- [26] “Generative AI in Action: Field Experimental Evidence from Alibaba’s Customer Service Operations” (with X. Ni, Y. Wang, T. Feng, Y. Wang, C. Zhou), 2026.
 - Featured in [Tuck Knowledge in Practice: How Gen AI Can Boost Customer Service?](#)
 - Winner, POMS College of Service Operations Best Student Paper Competition, 2026
 - Finalist, INFORMS TIMES Best Working Paper, 2025
 - Major Revision at **Management Science**
- [27] “Information Disclosure and Acceptance of Algorithmic Recommendations: A Field Study on Human-AI Interaction in Healthcare Gatekeeping,” previously titled “When Peers Matter More: The Dominance of Social Influence over Algorithm Accuracy in Patient Decision Making” (with S. Sun, S. F. Lu, W. Gu), 2026.
 - Best Paper Award, Conference on Health IT and Analytics (CHITA), 2025
 - Finalist, INFORMS TIMES Best Working Paper, 2025
 - Runner-up, INFORMS CIST Best Paper Award, 2024
 - Major Revision at **Management Science**
- [28] “Ship-Then-Shop as a Promotional Tool: Evidence from an Online Omnichannel Fashion Retailer” (with Y. Wang), 2025.
 - Major Revision at **Management Science**
- [29] “Do Inspection Delays Lead to Quality Decline? Evidence from U.S. Nursing Homes” (with W. Lin, S. F. Lu), 2025.
 - Major Revision at **Manufacturing and Service Operations Management**
- [30] “When Team Familiarity Backfires: Evidence from Cardiac Teams in the Emergency Department” (with X. Chen, Y. Li, S. F. Lu, W. Zhuang), 2025.
 - Major Revision at **Manufacturing and Service Operations Management**
- [31] “Operations Strategy under Multi-Dimensional Tariff Risks” (with S. Cui, Z. Feng, B. Tomlin), 2026
- [32] “Gender Bias in Job Assignment: Evidence from Retail Frontline Managers” (with R. Chen, S. F. Lu, and S. Huang), 2025.
 - Featured in [Tuck Knowledge in Practice: Why Are Women Dropping Off the Corporate Ladder?](#)
 - Major Revision at **Operations Research**

Invited Book Chapters

- [33] “Supply Chain Management” (with J. M. Swaminathan), in *International Encyclopedia of Social and Behavioral Sciences*, edited by James D. Wright. Elsevier, 2015, 2nd edition, Vol 23, pp. 709-713.

- [34] “Outsourcing Design to Asia: ODM Practices” (with Q. Feng), *Managing Supply Chains on the Silk Road: Strategy, Performance and Risk*, edited by Çağrı Haksöz, Ananth Iyer, and Sridhar Seshadri. CRC Press, 2012, pp. 169-184.

Honors & Awards

2026	Finalist, INFORMS Service Science Best Student Paper Award
2026	Supply Chain Thought Leader Roundtable
2026	Winner, POMS College of Service Operations Best Student Paper Competition
2025	Finalist, INFORMS TIMES Best Working Paper
2025	Winner, Conference on Health IT and Analytics (CHITA) Best Paper Award
2024	Runner-up, Conference on Information Systems and Technology (CIST) Best Paper Award
2023	Finalist, MSOM Society iFORM SIG Best Paper Award
2022	Finalist, MSOM Society Award for Responsible Research
2021	Finalist, Health Applications Society (HAS) Student Paper Competition
2020	Nominated, Conference on Information Systems and Technology (CIST) Best Paper Award
2020	Nominated, Conference on Information Systems and Technology (CIST) Best Student Paper Award
2018	Top 40 Abstracts of the 2018 Cardiovascular Research Technology Conference
2017	MBA Teaching All-Star, UNC Kenan-Flagler
2016	Finalist, Health Applications Society (HAS) Pierskalla Award
2015	Meritorious Service Award, <i>Management Science</i>
2014	Meritorious Service Award, <i>Management Science</i>
2012	Weatherspoon Award for Excellence in Undergraduate Teaching (awarded to one faculty member annually at the Kenan-Flagler Business School, UNC-Chapel Hill)
2011	Honorable Mention, The Chinese Scholars Association in Management Science & Engineering (CSAMSE) Best Paper Award
2011	Meritorious Service Award, <i>Management Science</i>
2010	Meritorious Service Award, <i>Manufacturing & Service Operations Management</i>
2009	First Prize, INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
2007	Second Prize, POMS College of Supply Chain Management Student Paper Competition

Invited Seminar Presentations

- 1) University of California San Diego (May 2027, scheduled)
- 2) University of Alberta (November 2026, scheduled)
- 3) University of Toronto, Rotterman School of Business (November 2026, scheduled)
- 4) London Business School (October 2026, scheduled)
- 5) Columbia Business School (October 2026, scheduled)
- 6) Singapore Management University (August 2026)
- 7) Hong Kong University Business School (August 2026)
- 8) Northwestern University, Kellogg School of Management (May 2026)

- 9) Harvard Business School (April 2026)
- 10) Arizona State University, Carey School of Business (March 2026)
- 11) University of Washington, Foster School of Business (January 2026)
- 12) University of Miami, Herbert Business School (January 2026)
- 13) Carnegie Mellon University, Tepper School of Business (December 2025)
- 14) Georgetown University, McDonough School of Business (March 2025)
- 15) University of Pennsylvania, The Wharton School (January 2025)
- 16) University of California, Berkeley, Haas School of Business (September 2024)
- 17) University of Utah, David Eccles School of Business (September 2024)
- 18) Hong Kong University Business School (July 2024)
- 19) The Chinese University of Hong Kong at Shenzhen (December 2023)
- 20) The Chinese University of Hong Kong Business School (December 2023)
- 21) The Hong Kong Polytechnic University Business School (December 2023)
- 22) UCLA Anderson School of Management (November 2023)
- 23) University of Southern California, Marshall School of Business (November 2023)
- 24) McGill University, Desautels Faculty of Management (September 2023)
- 25) University of Connecticut, School of Business (September 2023)
- 26) Tsinghua University, Institute of Economics, School of Social Sciences (July 2023)
- 27) Penn State University, Smeal College of Business (February 2023)
- 28) Qatar Computing Research Institute (virtual, 2022)
- 29) Johns Hopkins University, Carey Business School (virtual, 2021)
- 30) University of Michigan, Ross School of Business (virtual, 2021)
- 31) Boston College, Carroll School of Management (virtual, 2021)
- 32) UIUC, Gies College of Business (virtual, 2021)
- 33) U.S. Department of Health and Human Services, the Assistant Secretary for Planning and Evaluation (virtual, 2020)
- 34) University of California - Riverside, School of Business (2019)
- 35) University of California - Irvine, The Paul Merage School of Business (2019)
- 36) CUNY Baruch College, Zicklin School of Business (2019)
- 37) Rutgers Business School (2019)
- 38) Dartmouth College, Tuck School of Business (2019)
- 39) University College London, School of Management (2018)
- 40) Northwestern University, Kellogg School of Management (2018)
- 41) Tsinghua University, Department of Industrial Engineering (2018)
- 42) University of Science and Technology of China, School of Economics & Management (2018)
- 43) University of Texas at Dallas, Naveen Jindal School of Management (2018)
- 44) Cornell University, Johnson School of Management (2017)
- 45) Georgetown University, McDonough School of Business (2017)
- 46) London Business School, Management Science & Operations (2017)
- 47) Penn State University, Smeal College of Business (2017)
- 48) Shanghai University of Economics and Finance (2017)
- 49) Tsinghua University, School of Economics & Management (2017)
- 50) Fudan University, School of Management (2016)
- 51) National Chiao Tung University, Department of Information Management and Finance (2016)
- 52) National Taiwan University, College of Management (2016)
- 53) University of British Columbia, Sauder School of Business (2015)
- 54) Tsinghua University, School of Economics & Management (2014)
- 55) Carnegie Mellon University, Tepper School of Business (2013)
- 56) INSEAD, Technology & Operations Management (2013)
- 57) London Business School, Management Science & Operations (2013)
- 58) New York University, Stern School of Business (2013)

- 59) University College London, Department of Management Science & Innovation (2013)
- 60) University of Southern California, Marshall School of Business (2013)
- 61) University of Texas at Dallas, Naveen Jindal School of Management (2013)
- 62) Washington University, Olin School of Business (2012)
- 63) Duke University, Fuqua School of Business (2011)
- 64) Nanjing University, School of Management and Engineering (2011)
- 65) Dartmouth College, Tuck School of Business (2010)
- 66) Northwestern University, Kellogg School of Management (2010)
- 67) Columbia University, IEOR Department (2009)
- 68) University of North Carolina at Chapel Hill, STOR Department (2009)
- 69) Columbia Business School (2007)
- 70) New York University, Stern School of Business (2007)
- 71) Southern Methodist University, Cox School of Business (2007)
- 72) University of California at Berkeley, Haas School of Business (2007)
- 73) University of California at Berkeley, IEOR Department (2007)
- 74) University of Chicago, Graduate School of Business (2007)
- 75) University of North Carolina at Chapel Hill, Kenan-Flagler Business School (2007)
- 76) University of Pennsylvania, Wharton School (2007)
- 77) University of Rochester, Simon School of Business (2007)
- 78) University of Texas at Austin, McCormick School of Business (2007)
- 79) Washington University, Olin School of Business (2007)
- 80) Western University, Ivey Business School (2007)

Invited Workshop Presentations

- 81) Third Annual Northwestern/USC Research Roundtable on Platform Dynamics (May 2026)
- 82) Keynote speaker, The Conference on Artificial Intelligence, Machine Learning, and Business Analytics, Yale University School of Management (December 2024)
- 83) The Mostly OM Workshop, Tsinghua University (May 2024)
- 84) Workshop on Innovative and Data-Driven Operations, Shanghai Jiao Tong University (2019)
- 85) UNC Business of Healthcare Research Convocation (2019)
- 86) The Economics of Aging Workshop, Kenan Institute, UNC-Chapel Hill (2017)
- 87) Global Commerce Summit, Kenan Institute, UNC-Chapel Hill (2017)
- 88) ISOM Workshop, Warrington College of Business Administration, University of Florida (2012)

Selected Recent Conference Presentations

- “Generative AI in Action: Field Experimental Evidence from Alibaba’s Customer Service Operations”
INFORMS Annual Meeting (2025)
The Business and Generative AI Conference, Wharton School, University of Pennsylvania (2024)
INFORMS Annual Meeting (2024)
- “Gender Bias in Job Assignment: Evidence from Retail Frontline Managers”
INFORMS Annual Meeting (2023)
POMS Annual Meeting (2023)
- “Why Do Women Struggle to Climb the Corporate Ladder? Evidence from Frontline Managers in a Sportswear Retail Chain”
INFORMS Annual Meeting (2021), MSOM Supply Chain Management SIG Meeting (2021)
INFORMS Annual Meeting (2020)

“Does Ownership Conversion from Nonprofit to For-Profit Benefit the Public? Evidence from U.S. Nursing Homes”

INFORMS Annual Meeting (2018), POMS Annual Conference (2019)

“Procurement Contracting under Product Recall Risk”

INFORMS Annual Meeting (2018)

“Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes”

INFORMS Annual Meeting (2017), MSOM Conference (2017), INFORMS Healthcare Conference (2017), POMS Annual Conference (2017), INFORMS Annual Meeting (2016), POMS Annual Conference (2016)

“Optimizing Local Content Requirements under Technology Gaps”

INFORMS Annual Meeting (2018), INFORMS Annual Meeting (2017), MSOM Conference (2017)

Teaching

Tuck School of Business, Dartmouth College

MBA: Digital Operations (2025-present)

MBA: Supply Chain Management (2021-present)

MBA: Data-Driven Analytics for Innovative Operating Models (2022-2024)

MBA Global Insight Expedition (GIX): AI and Data-Driven Innovation in the Chinese Economy (2023)

Executive Education: AI and Digital Operations, Developing Competitive and Data-Driven Supply Chain Strategies (2022-present)

Kenan-Flagler Business School, UNC-Chapel Hill

MBA: Supply Chain Management (2011-2019)

MBA: Strategic Sourcing (2019)

EMBA: Sustainable Operations (2013-2018, co-taught with Vinayak Deshpande)

BSBA: Operations Management (2008-2017)

BSBA: Supply Chain Management (2014-2019)

PhD: Special Topics: Operations and Economics (2016-2018, co-taught with Ali Parlakturk).

Kellogg School of Management, Northwestern University

MBA: Supply Chain Management (2018 Spring)

Teaching Cases Developed

Specright: Revolutionizing Specification Data Management (with Laura Foti), 2023

PhD Student Advising

Nipun Thakurele (NYU Stern, dissertation committee, co-author), expected graduation: 2027.

Yao Li (Northwestern, dissertation committee, co-author), 2026, placement: Tencent

Yangzi Jiang (Northwestern, dissertation committee, co-author), 2022, placement: The Chinese University of Hong Kong, Shenzhen

Yiwei Wang (UC-Irvine, dissertation committee, co-author), 2021, placement: Zhejiang University

Songtao Li (Tsinghua, co-author), 2021, placement: Alibaba

Yao Li (Tsinghua, co-author), 2021, placement: Southern University of Science and Technology

Ruoran Chen (Tsinghua, co-author), 2021, placement: Southwest Jiaotong University

Yuan Chen Li (Purdue, co-author), 2020, placement: Tongji University

Oguz Cetin (UNC, dissertation committee), 2019, placement: Indiana University

Nagarajan Sethuraman (UNC, dissertation committee), 2019, placement: University of Kansas

Maggie Zhang (UNC, dissertation committee), 2018, currently at Santa Clara University

Gang Wang (UNC, dissertation committee chair, co-author), 2014, placement: founder and CEO of ApplySquare

Gokce Esenduran (UNC, dissertation committee, co-author), 2010, currently at Purdue University

Undergraduate Student Research

Elena Raccuia, Dartmouth College, Presidential Scholar Award (2023)

Shay Desai, Dartmouth College, Presidential Scholar Award (2023)

Editorial Service

Department Editor, *Manufacturing & Service Operations Management*, 2024-present

Associate Editor, *Operations Research*, 2024-present

Associate Editor, *Management Science*, 2017-present

Associate Editor, *Manufacturing & Service Operations Management*, 2016-2023

Senior Editor, *Productions and Operations Management*, 2013-present

Review Panelist, *NSF Future Manufacturing Program*, 2020

Referee, *Management Science*, *Operations Research*, *Manufacturing and Service Operations Management*, *Productions and Operations Management*, *Journal of Operations Management*, *Naval Research Logistics*, *IEEE Transactions on Engineering Management*, *European Journal of Operational Research*, *Decision Sciences*

Society Service

MSOM Society

Chair, M&SOM Journal and Editorial Review Committee, 2023

Chair, Supply Chain Management Special Interest Group (SIG), 2017-2019

Steering Committee for the MSOM Data Driven Research Challenge, 2018, 2020, 2022

Subdivision Liaison to INFORMS, 2017-2018

Co-Chair, Student Paper Competition, 2017

Judge, Student Paper Competition, 2010-2016

Secretary/Treasurer, 2012-2014

POM Society

President, College of Supply Chain Management, 2021- 2023

President-Elect, College of Supply Chain Management, 2018-2020

POMS Doctoral Consortium: Excelling in Research and Teaching Panel, 2019

Teaching Expert Panel, College of Supply Chain Management, 2017

Student Paper Competition Final Round Jury, College of Supply Chain Management, 2014, 2021, 2022, 2023

Student Paper Competition Judge, College of Supply Chain Management, 2008, 2011, 2014-2016

Best Paper Competition Judge, College of Health Care, 2017, 2019, 2020

Health Applications Society

Pierskalla Award Judge, 2019-2021

Miscellaneous

JFIG Paper Competition Judge, 2019-2020

CSAMSE Best Paper Competition Judge, 2021

Conference Service

Guest Department Editor, MSOM Healthcare SIG Meeting, 2024
Co-Chair, MSOM Healthcare SIG Meeting, 2020 (Cancelled)
Co-Chair, MSOM Supply Chain SIG Meeting, 2017
Organizing Committee, MSOM Conference, 2017
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2016
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2015
Track Co-Chair for Supply Chains, INFORMS Annual Meeting, 2012
Track Co-Chair for Negotiations and Contracts in Supply Networks, POMS Annual Meeting, 2011
Session Chair, POMS Annual Meeting 2011- 2016, 2019, 2023
Session Chair, INFORMS Annual Meeting 2009, 2012-2018, 2021
Referee, MSOM & SIG Annual Meetings 2011, 2012, 2014, 2019

Internal Service

Dartmouth College

Title IX Council, 2024-2027

Tuck School of Business, Dartmouth College

Promotion and Tenure Sub-committee, 2025-2026
Undergraduate Education Committee, 2025-2026
Promotion and Tenure Sub-committee, 2024-2025
Executive Education Committee, 2024-2025
Strategy Committee, 2023-2024
Academic Honor Committee, 2023-2024
Undergraduate Bridge Program Committee, 2023
Faculty Representative, AACSB Review, 2023
Faculty Panel, Women in Business Conference, 2022
MBA Admissions Faculty Committee, 2021-2022
Meet the Professors, Tuck Launch, 2020
Alumni Lifelong Learning Program, 2022

Kenan-Flagler Business School, University of North Carolina at Chapel Hill

BSBA Program

Faculty advisor, Undergraduate Operations Club, 2015-2017
Ad-hoc undergraduate operations course review and credit appeals committee, 2017-present
Faculty advisor, undergraduate case competition, first prize, the National Supply Chain Case Competition, 2015
Faculty facilitator, Undergraduate Business Symposium, 2015

MBA Program

MBA curriculum advisor/career advisor/concentration leader, Operations Concentration, 2016-2017

EMBA Program

Faculty committee, UNC-Tsinghua Dual-Degree Program, 2013-2018
Faculty interviewer, UNC-Tsinghua Dual-Degree Program, 2015-2018

PhD Program

PhD admission coordinator, Operations Area, 2016
PhD curriculum committee, Operations Area, 2014
PhD admission Subcommittee, Operations Area, 2008

Conferences/Workshops/Seminars

Organizing committee, UNC Operations Healthcare Workshop, 2019
Organizing committee, UNC MSOM Conference, 2017

Organizing committee, the Business of Healthcare Conference, Kenan Institute, 2017
Co-organizer, Jr. Faculty Operations Workshop, 2013
Co-organizer, UNC-Duke Operations Management Workshop, 2010, 2012
Co-organizer, Operations Seminar Series, 2007, 2009-2010

Miscellaneous

Weatherspoon BSBA Teaching Award Committee, 2013-2015